

THIRD-PARTY BENEFITS ADMINISTRATOR CHANGES

Few topics in the field of human resources offer more initial promise of inspiring a collective yawn than the change of third-party administrators for benefits. And yet if you think about the implications of such a change going wrong, you might pull yourself back from slipping into a sleepy state. For parish site administrators, this change is akin to the powerful disruptions that might occur with a change in parish management software, or even more fundamentally, a change in parish site administrator. Suffice it to say that we consider this a very serious topic.

Here are the changes—Effective July 1, **the Reta Trust is changing its third-party administrator for health insurance from HealthSmart** (previously known successively as American Administrative Group, Gallagher Benefits Administrators, and Pacific Atlantic Administrators) **to BAS** (Benefit Allocation Systems). In conjunction with this change, **the Archdiocese of San Francisco is changing its third-party administrator for its self-funded dental plan and retired priest health plan from**



HealthSmart to UAS (United Administrative Services). The main reason for the change involves the quality and effectiveness of the online enrollment system, which is an essential component of any benefit plan worth its salt in our day and age. **The online system that BAS provides is proving to be what was promised—an intuitive, real-time, paperless benefits administration system supported by a great staff.** One great

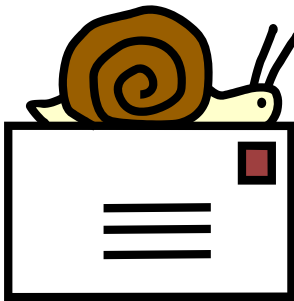
sign of its “customer-friendliness” and of BAS’s support and responsiveness occurred a couple weeks ago during open enrollment. The spouse of a benefited employee emailed our Office to report on the ease of using the online system and on the helpfulness of the BAS customer service rep who answered questions for this elderly gentleman. We forwarded this email to BAS, and the president of the company emailed this gentleman the same day thanking him for his feedback. A really great sign of better things ahead!

What this change means for you—The first thing that you as a site administrator will notice when you access **the BAS online system** (called “MyEnroll”) through the Reta Trust website (at www.retatrust.org under “RetaEnroll” on the right of the screen) is that **it is easier to use and more comprehensive than the HealthSmart online system.** Once logged

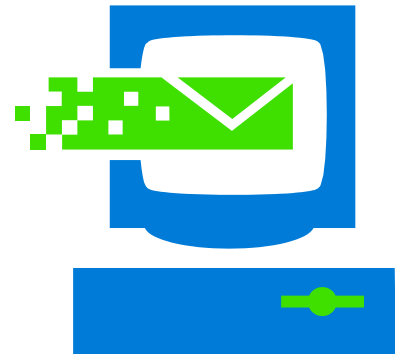
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in as an administrator with your User ID and password (call 877.303.7382 for help if needed), you will be brought to the Administrator homepage. Any **pending tasks** for you to complete will be listed [new feature]. On the left you will see an Administrators Menu, which includes a **Report Generator** [new feature] and a link named **Trustor Invoices/ Reports** [new feature]. Aspects of this website are still in development, so there may be changes. At the top left of the screen you will see two other tabs along with the Administrators tab—these are the Employees tab and the Cobra tab. Use the Employees tab to view employee coverage and make changes, or to add new employees. You can also print a **Benefits Statement** for employees so that they can see their coverage [new feature]. Under that tab you will also find the most updated **Administrator User and Reference Guide** (Tools> Reference Library> Library Category> Administrator Training Resources). Use the Cobra tab to **track Cobra mailings and coverage** [new feature].

Going paperless—The biggest change for site administrators is that you will not be sent a monthly invoice via snail mail. Instead, you will be sent an email alerting you to go online



and view/print your location's monthly statement. The other major change is that you will be able to send enrollment information to new employees via email from the online system, and they can go in immediately and choose their benefits. **Both of these paperless changes are direct**



results of the best part about the BAS online system—it shows the changes made in the system immediately.

UAS Change—The details of the transition to UAS for our dental and retired priest health plans are being worked out. However, what we do know at this point is that each dental plan and retired priest plan participant will receive a **new plastic card with claims information**. This card should be presented to each provider the next time the participant sees the dentist or doctor so that they know where to send claims to. **Participants will also be given access to their claims information on a secure UAS website so that they can track payments, etc.**

Please call our Office (415.614.5539) if you have any questions. And thank you for your flexibility. We hope (and pray) for a smooth transition!